



Administrative Office of Courts

ACDD, MIS, Juvenile, & Traffic Divisions

TECHNOLOGY UPDATE

Welcome

In this edition, we focus on divisions at AOC that are here to assist court personnel. We provide the contact information for Help Desk, Traffic Call Center and ACDD. We highlight the achievements of the Traffic Call Center. A instruction sheet for docket confirmation setup is provided. We also share an article about a traffic court in the news.

As always, if you have any special news or announcements that you would like featured, please email us at newsletter@alacourt.gov.

Volume 2, Issue 6, September 2006



Alabama Judicial Building
300 Dexter Avenue
Montgomery, AL 36104

Help Desk

The help desk is available between the hours of 8:00 am and 5:00 pm CT Monday thru Friday. If you need to request service, please visit the website at <http://helpdesk.alacourt.gov>. If you are experiencing internet problem or do not wish to submit a request online, you can reach us toll-free at 1-866-954-9411, then press option 1.

To help service the needs of all callers, please refrain from dialing direct extensions on the helpdesk numbers. By dialing the toll-free customer service number, it betters your chance of reaching as live person as opposed to a voicemail box. When you dial this number, your call is placed in a queue and your call is answered by one of the available agents. This feature ensures that you receive quality customer service as soon as possible.

We appreciate your patience when calling the helpdesk and hope to serve you soon.

Other Toll-Free Numbers

Alabama Traffic Service Center
1-866-954-9399

or

Alabama Central Disbursement Division
1-877-774-9513

Newsletter Spotlight

Welcome

Help Desk

ATSC Update

Birthdays

Docket Confirmations

Training @ AOC

Court News

ALABAMA TRAFFIC SERVICE CENTER

August 06 Update

Traffic Calls

August is a long month. We had a new record for calls answered. The total was 13,410.

Alapay

Another all time high. Alapay ended the month with \$1,141,178.47. There were 8,097 transactions.

Website

We responded to 488 traffic emails. Another all time high.

Training

- Trained Vestavia Hills on Alapay.
- ATSC had Alafile training.

[Continued on Page 2](#)

October Birthdays

Davie Sawyer 10/03

Mittie Chappell 10/11

Eric Locke 10/19

Keisha Thomas 10/23

Jack Doane 10/25



Senior Editor:

Jeremy Darabaris

Contributing Editors:

Brandy Cox

Karen Craymer



TECHNOLOGY UPDATE

Instructions for Emailed Document Confirmations

Several clerks have inquired about the information needed to start receiving document confirmations by email. This instruction page will assist in the setup process.

A list of AC numbers and email addresses for your participants are needed to setup the program and the way that you would like to distribute the reports.

There are three options:

- We can key off the AC Number of the person that is submitting the job...and route the print to an email or list of email addresses,
- We can route the print to an email or a list of email addresses based on the jurisdiction selected on the Docket Setting Menus...AV10 and SS02, or
- We can route by Civil/Criminal

The most popular is the AC number method.

For the Jurisdiction option to work, the user must select only jurisdictions or groups of jurisdictions that have a single designated recipient or (single list of recipients)...In other words, if you have "CC" confirmations routed to User A, and "DC/TR" confirmations routed to User B, a mailer run cannot be submitted using jurisdiction "CT" where you would have two distinct recipients and only one report. We cannot split a report that contains multiple jurisdictions... i.e. in the "CT" run, we cannot send only the "CC" confirmations to User A and only the "TR" to confirmations to User B...

Also, we can email the docket reports as well as the confirmation copies of the mailers.

If you are interested in this service, please contact April Johnson at april.johnson@alacourt.gov or Brandy Cox at brandy.cox@alacourt.gov.

Training @ AOC

Please be patient while members of AOC staff are being cross-trained on new applications. A new list of contact persons will be provided in the future.





TECHNOLOGY UPDATE

Their day in court

By Jimmy Simms

It would have been fitting if District Court Judge Terri Willingham Thomas had been wearing the costume of a ringmaster underneath her judge's robe given the circus-like atmosphere during traffic court Wednesday. In all, the court processed, pleaded and dispersed of 1,334 separate cases ranging from speeding to DUI, and all by lunch time.

The number of tickets constituted a new record for a single court session, officials said.

"I can't believe we were able to handle that number of cases. The largest number of tickets we've ever had before were 875 and that was a wild day. We handled nearly 500 more cases today and the fact that we did it is amazing to me," Thomas said.

Thomas credited the District Attorney's Office, her judicial assistant, probation services and the District Court Clerk's Office with processing over 1,300 cases in just over three hours.

"There is no way I would have been able to get through this without all of their help. They did a fantastic job under very difficult circumstances," Thomas said. "It was definitely a court day I won't soon forget."

Parking within two blocks of the courthouse Wednesday was at a premium as hundreds of defendants crowded into Circuit Judge Don Hardeman's third floor courtroom, which was also a first for the traffic court docket. "We requested and received permission from Judge Hardeman to use his courtroom because to try and hold this large of a court on second floor would have violated the fire code. There is no way we could have evacuated that many people from the second floor if there had been a fire alarm," Thomas said. "As you could see, we still packed them and left some having to stand outside in the hallway."

A standing room only crowd waited and listened for their name to be called either by Assistant District Attorney Jeff Roberts, Deputy District Attorney John Bryant, Judicial Assistant Tiffany Brock, County Probation Representatives Cynthia Hicks and Sandra Allums, or Court Referral Representative Lisa Sharpton. Also assisting were District Attorney Wilson Blaylock and Assistant DA Martha Williams.

Mix in a couple of hundred defendants and their attorneys and the atmosphere was more energized than a circus side-show.

"This is unbelievable," Bryant said at the height of the morning session. "I've never seen anything like this before." Cullman attorney Blake West, president of the Cullman County Bar Association, said the scene Wednesday was much like typical traffic court, "but on a much larger scale."

"It looks pretty much like this when we hold court in the smaller courtroom downstairs. There's just not this many people," West said. "And you always have more people than you have citations for because the defendants bring other people with them, they bring their kids. This is the most people I've ever seen in this courtroom for any session of court, circuit or otherwise."

Thomas credited additional troopers on the roadways and an effort on their part to stem speeding and other traffic violations that often lead to accidents as being behind the increased number of traffic citations in recent months.

A more aggressive policy in regard to valid driver's licenses, registration and proof of liability insurance at the county level and an increased number of traffic citations by troopers has translated into an even heavier burden on an already stressed court system.

The additional workload, however, is worth it if it means less people are driving in Cullman County illegally and fewer people are being maimed or killed in traffic accidents, Thomas said.

"Judge (Kim) Chaney and I handled 15,150 cases in 2005 and the average case load is somewhere between 5,000 and 6,000 cases a year," Thomas said. "It does put an additional strain on the courts, but we've been able to handle it so far and a majority of the credit goes to the excellent judicial staff we have at the courthouse. This wouldn't be possible without them."

Copyright © 1999-2006 cnhi, inc.



Hundreds of defendants crowd into the large courtroom on the third floor of the Cullman County Courthouse during traffic court Wednesday.